

THE CLAIMS

The listing of claims will replace all prior versions of claims in the application.

Listing of Claims:

34. (Currently Amended) A method of providing a context sensitive mapping of a plurality of help informational items in an information retrieval system, comprising the steps of:

establishing a database ~~having for maintaining~~ at least one record entry, the at least one record entry defining a relationship between an originating location from which a help request originates is originated and corresponding locations ones of the plurality of help informational items that are related to the originating location, wherein the originating location is one of the plurality of help informational items and the at least one record entry ~~each including includes~~ a relationship type which is based on characteristic similarities between the originating location and the help informational items that are related to the originating location, and a relationship strength value which is based on historical frequency of any selection from the originating location by a user of the help informational items that are related to the originating location ~~informational items being selected by a user;~~

detecting a subsequent user's selection of a help informational item from the originating location; ~~and~~

presenting to the subsequent user, if a relationship record for the help informational item exists in the database, any a plurality of help informational items that are related to the help informational item selected by the subsequent user's selection of the help informational item, which are sorted based on respective relationship types and relationship strength values; and [[.]]

presenting to the subsequent user, if a relationship record for the help informational item does not exist in the database, a conventional help topic content.

35. (Currently Amended) The method of claim 34, wherein the step of presenting the plurality of help informational items that are related to the help informational item selected by the subsequent user ~~step~~ further includes a step of presenting a sorted list based on the respective

relationship types and relationship strength values from which the subsequent user can select, thereby benefiting from a prior user's navigation of the selected help informational item.

36. (Previously Presented) The method of claim 34, further comprising a step of updating the relationship strength value.

37. (Currently Amended) An apparatus for providing a context sensitive mapping of a plurality of help informational items in an information retrieval system, comprising:

a database ~~having for maintaining~~ at least one record entry, the at least one record entry defining a relationship between an originating location from which a help request originates ~~is originated~~ and corresponding locations ~~ones of the plurality of help informational items that are related to the originating location, wherein the originating location is one of the plurality of help informational items~~ and the at least one record entry ~~each including~~ includes a relationship type which is based on characteristic similarities between the originating location and the help informational items that are related to the originating location, and a relationship strength value which is based on historical frequency of any selection from the originating location by a user of the help informational items that are related to the originating location ~~informational items being selected by a user~~; and

a navigation interface for detecting a subsequent user's selection of a help informational item from the originating location, ~~and for presenting to the subsequent user, if a relationship record for the help informational item exists in the database, any a plurality of help informational items that are related to the help informational item selected by the subsequent user's selection of the help informational item~~, which are sorted based on respective relationship types and relationship strength values, and for presenting to the subsequent user, if a relationship record for the help informational item does not exist in the database, a conventional help topic content.

38. (Previously Presented) The apparatus of claim 37, wherein the navigation interface is adapted for presenting a sorted list based on the respective relationship types and relationship strength values from which the subsequent user can select, thereby benefiting from a prior user's navigation of the selected help informational item.

39. (Previously Presented) The apparatus of claim 37, wherein the navigation interface is adapted for updating the relationship strength value.

40. (Currently Amended) A computer readable storage medium having stored thereon computer program for implementing a method of providing a context sensitive mapping of a plurality of help informational items in an information retrieval system, said computer program comprising a set of instructions for:

establishing a database ~~having for maintaining~~ at least one record entry, the at least one record entry defining a relationship between an originating location from which a help request originates is originated and corresponding locations ones of the plurality of help informational items that are related to the originating location, wherein the originating location is one of the plurality of help informational items and the at least one record entry ~~each including~~ includes a relationship type which is based on characteristic similarities between the originating location and the help informational items that are related to the originating location, and a relationship strength value which is based on historical frequency of ~~any selection from the originating location by a user of the help informational items that are related to the originating location~~ informational items being selected by a user;

detecting a subsequent user's selection of a help informational item from the originating location; ~~and~~

presenting to the subsequent user, if a relationship record for the help informational item exists in the database, any a plurality of help informational items that are related to the help informational item selected by the subsequent user's selection of the help informational item, which are sorted based on respective relationship types and relationship strength values; and ~~[[.]]~~

presenting to the subsequent user, if a relationship record for the help informational item does not exist in the database, a conventional help topic content.

41. (Currently Amended) The computer readable storage medium according to claim 40, wherein the step of presenting the plurality of help informational items that are related to the help informational item selected by the subsequent user ~~step~~ further includes a step of presenting a sorted list based on the respective relationship types and relationship strengths from which the

subsequent user can select, thereby benefiting from a prior user's navigation of the selected help informational item.

42. (Previously Presented) The computer readable storage medium according to claim 40, further comprising an instruction for updating the relationship strength value.